Overview

1. Who is Covenant Health?
2. Ethical Tools - Core to Business
3. Ethics in Action
   Preparing for Public Inquiry
4. The Next Ethical Steps
   Ethisphere® and beyond
Calling to serve all with highest quality and compassion

Culture of engagement and belonging

Commitment to a just and caring society

Catholic Health Care
## Mission, Vision, Values

### Mission

We are called to continue the healing ministry of Jesus by serving with compassion, upholding the sacredness of life in all stages, and caring for the whole person – body, mind and soul.

### Vision

Inspired by our mission of service, we will be leaders and partners in transforming health care and creating vibrant communities of health and healing.

### Values

- Compassion
- Respect
- Collaboration
- Social Justice
- Integrity
- Stewardship
ONE System

LEGEND

Service Agreements with AHS: Performance, Quality

As a Catholic Work: Mission, Quality, Financial Stewardship

Government of Alberta
Alberta Health
Alberta Health Services

Catholic Church
Catholic Sponsor

Covenant Health
facilities & programs

Covenant Care
facilities & programs

Covenant Living

Alberta Health Services
operated facilities & programs

Various service delivery partners working on behalf of AHS
COVENANT’S ROLE WITH

Strategic Stakeholder
Strategic Alliance
Shared Services
Service Provider
Vital partner in Alberta’s health system

Largest Catholic provider in Canada

1 in 5 babies

1 in 10 emergency visits

FROM BIRTH TO END OF LIFE
EDMONTON AREA Acute Care

- 30% of acute care beds
- 50% of babies born
- 25% of emergency visits
- 60% of breast cancer surgeries
- Largest provider of geriatric mental health services
Seniors & Palliative Care

EDMONTON AREA

Specialized care for residents under 65

74 palliative/hospice beds

Culturally sensitive care environments
TRUSTED Innovator

Rural Health Services

Addiction & Mental Health Services

Palliative Care

Seniors Care and Service
So what makes us different?
Supporting health care decision makers...

...when there is conflict or uncertainty about the ‘best’ thing to do.

Ethics Touches Everyone

From the bedside to the boardroom, whether you are deciding how to respond to a medical emergency, how to distribute resources fairly, or how to maintain integrity when faced with challenges.

The Covenant Health Ethics Centre is a hub for ethics practitioners and laypeople alike, engaged in Catholic healthcare and business conversations around:

- professional ethics
- clinical ethics
- business ethics
- research ethics

Providing Education, Support, Resources and Tools

The Covenant Health Ethics Centre is your one-stop source to develop and implement excellent ethical standards and practices, providing learning and education support, plus the professional resources and tools.

Information regarding Medical Assistance in Dying (MAID)

Visit our Medical Assistance in Dying page for information on:
- Covenant Health’s response
- Organizational statement
- Memo to staff
- Draft policy
- A variety of resources from experts and professional colleges and associations

Our Commitment to Ethical Integrity

Our Commitment to Ethical Integrity is the Covenant Health code of conduct. It has been developed in tandem with a policy established by our Board of Directors to support a statement on organizational conduct that applies to the entire Covenant Health team—Board members, staff, physicians and volunteers.

- Our Commitment to Ethical Integrity (PDF)
- Our Commitment to Ethical Integrity FRENCH (PDF)

Translations into a number of other languages are also available.

Latest News

Our January newsletter is now available.

Outcomes from the recent Palliative Care Matters conference - read the story, view the slide deck.

Covenant Health has been profiled in the Alberta Public Interest Commissioner’s annual report.

See the latest issue of Ethics Made Real.

Upcoming Events

See our Events Calendar for full details.

Know of an upcoming ethics-related event in Alberta that we should add to our calendar? Email us!
Covenant Health Ethics Centre

Supporting health care decision makers when there is conflict or uncertainty about the “best” thing to do. Visit our website:

CovenantHealth.ca/ethics-centre

• Consultation (e.g., Mission Discernment Tool)
• Education
• Policy Review and Development
In February 2012, the Alberta government established the Preferential Access Inquiry under the Health Quality Council of Alberta Act. Based on allegations that some individuals received preferential access to publicly funded health services in Alberta, the independent inquiry was conducted to make recommendations to prevent the possibility of improper preferred access from taking place. The final report was presented to the Speaker of the Legislative Assembly of Alberta in August 2013.
2007

Senior Operating Officer initiated
a MISSION DISCERNMENT

“VIP” notifications

Resulting Policy:
Accommodating Special Requests
Inquiry Report

263 Pages + 75 pages of appendices

12 Recommendations
“The Covenant Health policy does not constitute a blanket rejection of special requests… the policy does not seek to dictate responses, but rather tries to provide an ethical/religious/moral framework to determine the legitimacy of requests. The goal is to allow those working closest to the issue to make decisions about accommodating special requests. ”

“This gives considerable discretion to different individuals, creating the potential for inconsistency in the application of the policy within the organization.”
TRUSTED Leader
Mission Discernment + Ethics
Ethisphere®

Ethisphere is a U.S based assessment institute which ranks companies against a comprehensive set of ethics standards and leading compliance business best practices.

Covenant Health voluntarily participates in this third party evaluative and benchmarking process to drive quality improvement, and is a key component of our Compliance and Business Ethics program.
The Ethics Quotient ®(EQ) Survey is the foundation of the World’s Most Ethical Companies™ process and consists of over 200 questions spanning five categories:

1. Compliance and Ethics program
2. Corporate Citizenship
3. Culture of Ethics
4. Corporate Governance
5. Leadership, Innovation and Reputation
Ethisphere (continued)

• In addition to the EQ survey, evidence is strongly recommended to support the survey and to demonstrate various initiatives, policies, etc.

• In 2016, 131 honorees were named spanning 21 countries and five continents and representing over 45 industries, including Covenant Health.
Questions / Comments / Contact

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